

Pharmacy Reengineering (PRE)

Inbound ePrescribing (IEP) 3.1

User Manual



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Version 3.0 (Unit 4, Part 2)

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Revision History

Date	Version	Description	Author
06/15/2020	3.0	PSO*7.0*610: <ul style="list-style-type: none"> Added NOTE to indicate a minor change in the display of the Station ID drop-down list in the Reports tab Updated Title page, Revision History, and Footers 	REDACTED
03/23/2020	2.9	PSO*7.0*590: <ul style="list-style-type: none"> Added production application URL Updated Title page, Revision History, and Footers 	REDACTED
03/05/2020	2.8	PSO*7.0*591: <ul style="list-style-type: none"> Updated Figure 3-44 and Figure 3-53. Updated Title page, Revision History, and Footers 	REDACTED
08/27/2019	2.7	PSO*7.0*567: <ul style="list-style-type: none"> Help Desk contact information/name Screen capture dates for ERX Lookback Days beginning with page 98 through 189. Corrected Figure 3-12 and reworded the bullets above Added Figure 3-13 Title page, TOC, LOF, and Footers 	REDACTED
05/07/2019	2.6	PSO*7.0*551: Updated document for the following: <ul style="list-style-type: none"> Standardized images throughout document. Clarified patient DOB format under Table 3. Added Note to replace text “Dispense Notes” with “Substitutions” under Track/Audit Details screen in the Inbound/Outbound Message Detail section. Added Note to indicate the change of screen/page title from “Users” to “User Management” in the User Management section. Included description for ERX LOOK-BACK DAYS display on the Holding Queue’s Traditional View and Patient Centric Views in the eRx Default Lookback Days section. Replaced column label “LAST USER” with “LOCKED BY” and updated the description under Table 9. 	Technatomy

Date	Version	Description	Author
		<ul style="list-style-type: none"> Added the information for LOCKED BY column in the Patient Centric View section. Replaced Figure 3-14, Figure 3-16, Figure 3-17, Figure 3-18, Figure 3-19, Figure 3-42, Figure 3-52, Figure 3-55, Figure 3-56, Figure 3-57, Figure 3-59, Figure 3-60, Figure 3-61, and Figure 3-68 for updated layout Added Note and included Figure 3-48 to indicate to the user that a Provider's DEA# has expired in the Edit Provider section. Removed reference to "Limited Duration" field from Validate Drug/SIG for the modified workflow in the Edit Drug/SIG section. Added description under Note for modified workflow in the Edit Drug/SIG section. Updated description for VistA Days Supply calculation in the Additional Field-level Information: section. Added scenarios for Quantity/Days Supply workflow under VD Edit screen based on Available Dosage(s) in the Quantity/Days Supply work flow under Validate Drug/SIG >> Edit: section. Added Note to replace text "Qty Qualifier" with "Code List Qualifier" and replace, "DAW Code" with "Substitutions" in the Complete Orders from OERR and Patient Prescription Processing section. Added Note describing eRx Date, Date Written, Issue Date and Written Date fields in the Complete Orders from OERR and Patient Prescription Processing section. 	
11/09/2018	2.5	Updated per HPS Review pgs.: 55, 57, 87, 88, 90, 92, 194, and 195. Updated Cover page to month of November (pg. i) (TWR, 508 accessibility checks, document is compliant).	Technatomy
10/24/2018	2.4	Update TOC – Remove Graphic and reran TOC.	Technatomy
08/27/2018	2.3	Technical Writer Review and 508 accessibility checks.	Technatomy
08/01/2018	2.2	Updated screenshots and added Refill Requests and Responses and Cancel Rx Requests and Responses sections.	REDACTED
07/28/2018	2.1	Updated screenshots and added 30-day Lookback	Technatomy
04/12/2018	2.0	Updated screenshots to include 2.1 changes	REDACTED
11/15/2017	1.0	Baseline release: Updated Table of Figures.	Technatomy

Date	Version	Description	Author
		<p>Updates based on feedback from HPS.</p> <p>Updated screenshots and verbiage throughout the document, formatting and sections Inbound ePrescribing Workflow and Summary Screen, Pharmacy Management section.</p> <p>Updates made based on changes made during SureScripts Certification and IOC Production Testing</p>	

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Changes to Provider Segment

In some scenarios, the Refill Response message will display in the Holding Queue List View screen. If the changes are related to the Provider or the Provider and number of refills, the Refill Response will display in the List View because the pharmacist will need validate the updates to the Provider.

When a Refill Response message type is Approved with Changes (Provider segment only or Provider and number of refills in the Drug segment), it will display in the List View screen. It can also be found using <MV> Message View or <SR> Search. The status of the Approved with Changes Refill Response will be RXN (Refill Response - New).

PSO ERX HOLDING QUEUE		Aug 01, 2018@15:54:06		Page: 1 of 1	
PSO ERX HOLDING QUEUE		ERX LOOK-BACK DAYS: 30 (Jul 02, 2018)			
Patient	DOB	Drug	Provider	STA	Rec Date
1. GRIMES, RICK	10/12/75	QUINAPRIL 10 MG ORAL	THOMAS, L.L.Y.	RXD	7/30/18
2. GRIMES, RICK	10/12/75	RISPERIDONE 2MG TAB	THOMAS, L.L.Y.	CAO	7/30/18
3. SARTING, CHAM	10/17/80	WELLBUTRIN XL 150 MG	ADAMS, SAM	I	7/30/18
4. TUCKER, DEBRA	11/10/70	XOPENEX 1.25 MG/3 ML	HUGHES, STAN	RXD	7/31/18
5. FLANDERS, PELISSA A	11/11/80	METHYLPREDNISOLONE AC	THOMAS, L.L.Y.	CAO	7/31/18
6. KAPL, HANSHURIAN	5/15/84	ACYCLOVIR 800MG TAB	LESTRANGE, B	CAP	7/31/18
7. WHITEHEAD, KARA	10/11/70	CARAFATE 1 GRAM ORAL	THOMAS, L.L.Y.	CAO	7/31/18
8. WHITEHEAD, KARA	10/11/70	CARAFATE 1 GRAM ORAL	THOMAS, L.L.Y.	CAH	7/31/18
9. GRIMES, RICK	10/12/75	PROTONIX 40 MG ORAL G	THOMAS, L.L.Y.	CAH	7/31/18
10. L.L. CO	10/18/70	TRANSDERM-SCOP 1.5 MG	THOMAS, L.L.Y.	N	7/31/18
11. RICHMOND, TESSIE	5/11/70	MUPIROCI 2% OINTMENT	LESTRANGE, B	N	7/31/18
12. FLANDERS, PELISSA A	11/11/80	PATADAY 0.2% OPHTHALM	THOMAS, L.L.Y.	HPT	7/31/18
13. WHITEHEAD, KARA	10/11/70	CARAFATE 1 GRAM ORAL	HUGHES, STAN	RXN	8/1/18

Enter ?? for more actions

SI Select ItemSO Sort Entries

SR Search QueueMV Message View

Select Action:Quit//

Figure 4-46: RXN Status in Holding Queue List View

The Refill Response details display the Refill Response Message type.

eRx Holding Queue Display		Aug 01, 2018@15:55:20		Page: 1 of 4	
eRx Patient: WHITEHEAD, KARA					
eRx Reference #: 34753					
REFILLRESPONSE - APPROVED WITH CHANGES					
eRx Status: REFILL RESPONSE - NEW					
*****MEDICATION PRESCRIBED*****					
eRx Patient: WHITEHEAD, KARA		DOB: 10/11/70			
Vista Patient: NOT LINKED		DOB: N/A			
eRx Provider: HUGHES, STANLEY THOMAS		NPI: 3070611152			
Vista Provider: NOT LINKED		NPI: N/A			
eRx Drug: CARAFATE 1 GRAM ORAL TABLET					
eRx Qty: 360		eRx Refills: 3		eRx Days Supply: 90 eRx Date: AUG 01, 2018	
eRx Sig: take 1 tablet (1 gram) by oral route 4 times per day on an empty stomach 1 hour before meals for 90 days					
+ Enter ?? for more actions					
VP (VALIDATE PATIENT)		VM VALIDATE PROVIDER		VD (VALIDATE DRUG/SIG)	
P Print		RJ (Reject)		AC Accept eRx	
H (Hold)		UH (Un Hold)		RM (Remove eRx)	
Select Action:Next Screen//					

Figure 4-47: Refill Response Details Screen

As the user continues to scroll, the Refill Response Information section indicates the Refill Response Message type is Approved with Changes.

```
*****REFILL RESPONSE INFORMATION*****
APPROVED WITH CHANGES
Response Date/Time: AUG 01, 2018@15:53:18
Note: Approved With Changes provider SEGMENT

Refill Response Comments:
Comments By:
Comments Date/Time:
```

Figure 4-48: Refill Response Information Section

As the user continues to scroll, the Changed Items section displays the fields that were updated and the Refill Request and Response values within the changed fields.

```
*****CHANGED ITEMS*****
Field: EXTERNAL PROVIDER
Refill Request Value : EVANS, LILY
Refill Response Value : HOOVER, STANLEY THOMAS

Field: REFILL QUALIFIER
Refill Request Value : PHARMACY REQUESTED REFILLS
Refill Response Value : ADDITIONAL REFILLS AUTHORIZED
```

Figure 4-49: Changed Items Section

When the user exercises <VM> Validate Provider on this response, if the user edits the Provider's information, the status of the record changes to RXW (Refill Response – Waiting).

When the user accepts the validation <AV> under <VM> Validate Provider, the status of the record changes to RXW (Refill Response – Waiting).

PSO ERX HOLDING QUEUE		Aug 01, 2018@16:05:50		Page: 1 of 1	
PSO ERX HOLDING QUEUE		ERX LOOK-BACK DAYS: 30 (Jul 02, 2018)			
Patient	DOB	Drug	Provider	STA	Rec Date
1. SMITH, ROSE	12/12/79	QUINAPRIL 10 MG ORAL	EVANS, LILY	RXD	7/30/18
2. SMITH, ROSE	12/12/79	RISPERIDONE 2MG TAB	EVANS, LILY	CAO	7/30/18
3. BARTON, CHASE	12/17/40	WELLBUTRIN XL 150 MG	ADAMS, DAN	I	7/30/18
4. TUCKER, DEBRA	11/10/79	XOPENEX 1.25 MG/3 ML	HOOVER, STAN	RXD	7/31/18
5. FLOWERS, FELICIA A	11/11/66	METHYLPREDNISOLONE AC	EVANS, LILY	CAO	7/31/18
6. KALL, RANDOLPH	5/15/66	ACYCLOVIR 800MG TAB	LESTRANGE, B	CAP	7/31/18
7. WHITEHEAD, KARA	12/11/52	CARAFATE 1 GRAM ORAL	EVANS, LILY	CAO	7/31/18
8. WHITEHEAD, KARA	12/11/52	CARAFATE 1 GRAM ORAL	EVANS, LILY	CAH	7/31/18
9. SMITH, ROSE	12/12/79	PROTONIX 40 MG ORAL G	EVANS, LILY	CAH	7/31/18
10. L. C.	12/18/20	TRANSDERM-SCOP 1.5 MG	EVANS, LILY	N	7/31/18
11. ROBINSON, TIGHE	5/1/70	MUPIROCIN 2% OINTMENT	LESTRANGE, B	N	7/31/18
12. FLOWERS, FELICIA A	11/11/66	PATADAY 0.2% OPHTHALM	EVANS, LILY	HPT	7/31/18
13. WHITEHEAD, KARA	12/11/52	CARAFATE 1 GRAM ORAL	HOOVER, STAN	RXW	8/1/18

Enter ?? for more actions

SI Select Item

SR Search Queue

Select Action:Quit//

SO Sort Entries

MV Message View

Figure 4-50: RXW Status in the Holding Queue

The user may select the record to view the Refill Response Details screen.

eRx Holding Queue Display Aug 01, 2018@16:08:30 Page: 1 of 4

eRx Patient: WHITFIELD, KARA
eRx Reference #: 34753

REFILLRESPONSE - APPROVED WITH CHANGES
eRx Status: REFILL RESPONSE WAITING

*****MEDICATION PRESCRIBED*****

eRx Patient: WHITFIELD, KARA DOB: 10/11/52
Vista Patient: NOT LINKED DOB: N/A

eRx Provider: HOOVER, STANLEY THOMAS NPI: 3372611152
Vista Provider[v]: HOOVER, STANLEY THOMAS NPI: 3372611152

eRx Drug: CARAFATE 1 GRAM ORAL TABLET
eRx Qty: 360 eRx Refills: 3 eRx Days Supply: 90 eRx Date: AUG 01, 2018
eRx Sig: take 1 tablet (1 gram) by oral route 4 times per day on an empty stomach 1 hour before meals for 90 days

+ Enter ?? for more actions

VP (VALIDATE PATIENT)	VM (VALIDATE PROVIDER)	VD (VALIDATE DRUG/SIG)
P Print	RJ (Reject)	AC Accept eRx
H (Hold)	UH (Un Hold)	RM (Remove eRx)

Select Action:Next Screen//

Figure 4-51: Refill Response Details Screen

When the user accepts the Refill Response record using <AC>, the status of the record changes to RXP (Refill Response Processed), and it is not displayed in the list view. It can be found using <MV> Message View or <SR> Search.

PSO ERX HOLDING QUEUE			Aug 01, 2018@16:10:08		Page: 1 of 1	
PSO ERX HOLDING QUEUE			ERX LOOK-BACK DAYS: 30 (Jul 02, 2018)			
	Patient	DOB	Drug	Provider	STA	Rec Date
1.	WHITFIELD, KARA	10/11/52	CARAFATE 1 GRAM ORAL	HOOVER, STAN	RXP	8/1/18
2.	TUCKER, JERRA	11/10/79	XOPENEX 1.25 MG/3 ML	HOOVER, STAN	RXC	8/1/18
3.	FLANDERS, PELLISSA A	11/1/80	METHYLPREDNISOLONE AC	EVANS, LILLY	RXC	8/1/18
4.	TUCKER, JERRA	11/10/79	XOPENEX 1.25 MG/3 ML	HOOVER, STAN	RXD	7/31/18
5.	FLANDERS, PELLISSA A	11/1/80	PATADAY 0.2% OPHTHALM	EVANS, LILLY	RXA	7/31/18
6.	RICHARDSON, TEAGUE	5/1/19	MUPIROCI 2% OINTMENT	EVANS, LILLY	RXC	7/31/18
7.	LI, CI	10/18/99	TRANSDERM-SCOP 1.5 MG	EVANS, LILLY	RXC	7/31/18
8.	GRINES, RICH	10/12/79	RISPERIDONE 2MG TAB	EVANS, LILLY	CAN	7/30/18
9.	GRINES, RICH	10/12/79	QUINAPRIL 10 MG ORAL	EVANS, LILLY	RXD	7/30/18
10.	THORNER, DAVID	2/22/55	CHLORAMBUCIL 2MG TAB	EVANS, LILLY	RXA	7/27/18
11.	THORNER, DAVID	2/22/55	HYDROCHLOROTHAZIDE 5	EVANS, LILLY	RXA	7/27/18
12.	THORNER, DAVID	2/22/55	LIPITOR TAB 10MG	PROVIDER, DR	RXC	7/27/18
13.	THORNER, DAVID	2/22/55	METHYLPREDNISOLONE AC	EVANS, LILLY	RXC	7/27/18

Enter ?? for more actions

SI Select Item

SR (Search Queue)

Select Action:Quit//

SO Sort Entries

MV Message View

Figure 4-52: RXP Status in Holding Queue

On the Outpatient side, a pending line entry is added for the user to renew the Approved with Changes Refill Response.

Medication Profile		Aug 01, 2018@16:13:24		Page: 1 of 1			
PID: 600-40-0000 DOB: OCT 11, 1952 (65) SEX: FEMALE CrCL: <Not Found> (CREAT: Not Found)		<NO ALLERGY ASSESSMENT> Ht(cm): _____ (____) Wt(kg): _____ (____) BSA (m2): _____					
#	RX #	DRUG	QTY	ST	ISSUE DATE	LAST REF DAY	FILL REM SUP
-----ACTIVE-----							
1	& 2719734\$	SUCRALFATE 1GM TAB	360	A>	07-31	08-01	0 90
-----PENDING-----							
2	& SUCRALFATE 1GM TAB		QTY: 360		ISDT: 07-31>	REF: 4	
Enter ?? for more actions							
PU Patient Record Update		NO New Order					
PI Patient Information		SO Select Order					
Select Action: Quit//							

Figure 4-53: Medication Profile – Pending Line Entry

Activity Log on OP side is updated to display the information that a pending response entry was added.

Rx Activity Log		Aug 01, 2018@16:14:57		Page: 1 of 1	
PID: 600-40-0000 DOB: OCT 11, 1952 (65)		<NO ALLERGY ASSESSMENT> Ht(cm): _____ (____) Wt(kg): _____ (____)			
Rx #: 2719734		Original Fill Released:			
Routing: Mail		Finished by: CHALLABNELA, PRAVEEN			
Activity Log:					
#	Date	Reason	Rx Ref	Initiator Of Activity	
=====					
1	08/01/18	PATIENT INSTR. ORIGINAL			
Comments: Patient Instructions Sent By Provider.					
2	08/01/18	ORIGINAL		CHALLABNELA, PRAVEEN	
Comments: Electronic Refill Request sent to External Provider					
3	08/01/18	PROCESSED	ORIGINAL	CHALLABNELA, PRAVEEN	
Comments: Label never queued to print by User					
4	08/01/18	ORIGINAL		PSOAPPLICATIONPROXY, PSO	
Comments: Refill response from external provider - Approved with provider changes.					
Enter ?? for more actions					
Select Action:Quit//					

Figure 4-54: RxActivity Log 1

Rx Activity Log		Aug 01, 2018@16:16:07		Page: 4 of 0	
PID: <u> </u> DOB: <u> </u> (65)		<NO ALLERGY ASSESSMENT> Ht(cm): <u> </u> (<u> </u>) Wt(kg): <u> </u> (<u> </u>)			
===== 1 08/01/18 IERX ORIGINAL <u> </u> Comments: Electronic Refill Request sent to External Provider 2 08/01/18 IERX ORIGINAL PSOAPPLICATIONPROXY,PSO Comments: Refill response from external provider - Approved with provider change =====					
Enter ?? for more actions					
Select Action:Quit//					

Figure 4-55: Rx Activity Log 2

The user may select the pending line entry to renew the Approved with Changes Refill Response and accept it.

PID: <u> </u>		<NO ALLERGY ASSESSMENT>				
DOB: <u> </u> (65)		Ht(cm): <u> </u> (<u> </u>)				
SEX: FEMALE		Wt(kg): <u> </u> (<u> </u>)				
CrCL: <Not Found> (CREAT: Not Found)		BSA (m2): <u> </u>				
#	RX #	DRUG	QTY ST DATE	ISSUE	LAST REF DAY	FILL REM SUP
-----ACTIVE-----						
1	& 2719734\$	SUCRALFATE 1GM TAB	360 A> 07-31 08-01	0	90	
-----PENDING-----						
2	& SUCRALFATE 1GM TAB		QTY: 360	ISDT: 07-31>	REF: 4	
Enter ?? for more actions PU Patient Record Update NO New Order PI Patient Information SO Select Order Select Action: Quit// 2						
Now Renewing Rx # 2719734 Drug: SUCRALFATE 1GM TAB						

Figure 4-56: Renew Pending Line Entry

IMPRESSION, KARA PID: 810-40-0000 DOB: OCT 11, 1962 (65)		<NO ALLERGY ASSESSMENT> Ht (cm): _____ (____) Wt (kg): _____ (____)	
+ Route: BY MOUTH Schedule: BID Pat Instruction: --AVOID ANTACIDS-- SIG: TAKE ONE TABLET BY MOUTH TWICE A DAY --AVOID ANTACIDS-- Days Supply: 90 QTY (TAB): 360 QTY DSP MSG: TAB (3) # of Refills: 3 (4) Routing: MAIL (5) Clinic: ANGIO (6) Provider: IMPRESSION, STANLEY THOMAS (7) Copies: 1 (8) Remarks: RENEWED FROM RX # 2719734 Entry By: IMPRESSION, STANLEY THOMAS Entry Date: JUL 31, 2018			
Enter ?? for more actions			
AC	Accept	DC	Discontinue
BY	Bypass	ED	Edit
Select Item(s): Quit// AC Accept			
WAS THE PATIENT COUNSELED: NO// YES			
WAS COUNSELING UNDERSTOOD: NO// YES			

Figure 4-57: Accept Rx Renewal

The eRx prescription on which Refills were requested and the Response has been processed, is now reinstated with the Response. The renewed Rx displays in the Active section of the Medication Profile. The Rx number has an "A" appended to the end, indicating this is the first refill. Subsequent refills include the next letter of the alphabet appended. (Ex: & 123456 to & 123456A; for next refill: & 123456A to & 123456B).

Medication Profile		Aug 01, 2018@16:20:18		Page: 1 of 1	
IMPRESSION, KARA PID: 810-40-0000 DOB: OCT 11, 1962 (65) SEX: FEMALE CrCL: <Not Found> (CREAT: Not Found)		<NO ALLERGY ASSESSMENT> Ht (cm): _____ (____) Wt (kg): _____ (____) BSA (m2): _____			
#	RX #	DRUG	QTY	ST	DATE
-----ACTIVE-----					
1	& 2719734A\$	SUCRALFATE 1GM TAB	360	A>	07-31 08-01 3 90
Enter ?? for more actions					
PU	Patient Record Update	NO	New Order		
PI	Patient Information	SO	Select Order		
Select Action: Quit//					

Figure 4-58: Renewed Rx in Active Section of the Medication Profile

Once the Approved with Changes Refill Response is successfully renewed, the status of the Refill Response in the Holding Queue changes to RXC (Refill Response Completed).

PSO ERX HOLDING QUEUE		Aug 01, 2018@16:22:19		Page: 1 of 1	
PSO ERX HOLDING QUEUE		ERX LOOK-BACK DAYS: 30 (Jul 02, 2018)			
Patient	DOB	Drug	Provider	STA	Rec Date
1. WETTSIDE, KARA	11/11/72	CARAFATE 1 GRAM ORAL	HOOVER, STAN	RXC	8/1/18
2. TUCKER, GERRA	11/16/79	XOPENEX 1.25 MG/3 ML	HOOVER, STAN	RXC	8/1/18
3. FLOWERS, FELICIA A	11/11/80	METHYLPREDNISOLONE AC	EVANS, LELLY	RXC	8/1/18
4. TUCKER, GERRA	11/16/79	XOPENEX 1.25 MG/3 ML	HOOVER, STAN	RXD	7/31/18
5. FLOWERS, FELICIA A	11/11/80	PATADAY 0.2% OPTHALM	EVANS, LELLY	RXA	7/31/18
6. ROBINSON, TRAVIS	5/1/78	MUPIROCIN 2% OINTMENT	EVANS, LELLY	RXC	7/31/18
7. LI, CH	10/16/90	TRANSERM-SCOP 1.5 MG	EVANS, LELLY	RXC	7/31/18
8. GRINES, RICK	10/12/79	RISPERIDONE 2MG TAB	EVANS, LELLY	CAN	7/30/18
9. GRINES, RICK	10/12/79	QUINAPRIL 10 MG ORAL	EVANS, LELLY	RXD	7/30/18
10. THORNER, DAVID	2/22/50	CHLORAMBUCIL 2MG TAB	EVANS, LELLY	RXA	7/27/18
11. THORNER, DAVID	2/22/50	HYDROCHLOROTHIAZIDE 5	EVANS, LELLY	RXA	7/27/18
12. THORNER, DAVID	2/22/50	LIPITOR TAB 10MG	PROVIDER, ER	RXC	7/27/18
13. THORNER, DAVID	2/22/50	METHYLPREDNISOLONE AC	EVANS, LELLY	RXC	7/27/18
Enter ?? for more actions					
SI Select Item		SO Sort Entries			
SR (Search Queue)		MV Message View			
Select Action:Quit//					

Figure 4-59: RXC Status in the Holding Queue

Select the record to view the Refill Response details screen.

eRx Holding Queue Display		Aug 01, 2018@16:22:53	Page: 1 of 4
eRx Patient: WHITFIELD, KARA			
eRx Reference #: 34753			
REFILLRESPONSE - APPROVED WITH CHANGES			
eRx Status: REFILL RESPONSE COMPLETE			
*****MEDICATION PRESCRIBED*****			
eRx Patient: WHITFIELD, KARA		DOB: 10/11/92	
Vista Patient: NOT LINKED		DOB: N/A	
eRx Provider: HOOVER, STANLEY THOMAS		NPI: 0072611102	
Vista Provider[v]: HOOVER, STANLEY THOMAS		NPI: 0072611102	
eRx Drug: CARAFATE 1 GRAM ORAL TABLET			
eRx Qty: 360 eRx Refills: 3 eRx Days Supply: 90 eRx Date: AUG 01, 2018			
eRx Sig: take 1 tablet (1 gram) by oral route 4 times per day on an empty stomach 1 hour before meals for 90 days			
+ Enter ?? for more actions			
VP (VALIDATE PATIENT)		VM (VALIDATE PROVIDER)	
P Print		RJ (Reject)	
H (Hold)		UH (Un Hold)	
		VD (VALIDATE DRUG/SIG)	
		AC (Accept eRx)	
		RM (Remove eRx)	
Select Action:Next Screen//			

Figure 4-60: Refill Response Details Screen

The status of the corresponding Refill Request changes to RRC (Refill Request Completed).

PSO ERX HOLDING QUEUE		Aug 01, 2018@16:24:27		Page: 1 of 1	
PSO ERX HOLDING QUEUE		ERX LOOK-BACK DAYS: 30 (Jul 02, 2018)			
Patient	DOB	Drug	Provider	STA	Rec Date
1. WHITFIELD, KARA	10/11/92	CARAFATE 1 GRAM ORAL	THOMAS, LILLY	RRC	8/1/18
2. TUCKER, DEBRA	11/19/79	XOPENEX 1.25 MG/3 ML	HOOVER, STAN	RRC	8/1/18
3. FLORENCE, FELICIA A	11/1/80	METHYLPREDNISOLONE AC	THOMAS, LILLY	RRC	8/1/18
4. ROBINSON, TANGIE	5/1/78	MUPIROCI 2% OINTMENT	LESTRANGE, B	RRC	7/31/18
5. LI, JI	10/18/90	TRANSERM-SCOP 1.5 MG	THOMAS, LILLY	RRC	7/31/18
6. TUCKER, DEBRA	11/19/79	XOPENEX 1.25 MG/3 ML	HOOVER, STAN	RRP	7/31/18
7. FLORENCE, FELICIA A	11/1/80	PATADAY 0.2% OPHTHALM	THOMAS, LILLY	RRR	7/31/18
8. ROBINSON, TANGIE	5/1/78	MUPIROCI 2% OINTMENT	LESTRANGE, B	RRN	7/31/18
9. GRINES, RICK	10/12/70	RISPERIDONE 2MG TAB	THOMAS, LILLY	CAN	7/30/18
10. GRINES, RICK	10/12/70	QUINAPRIL 10 MG ORAL	THOMAS, LILLY	RRP	7/30/18
11. THOMAS, DAVID	2/22/55	CHLORAMBUCIL 2MG TAB	THOMAS, LILLY	RRP	7/27/18
12. THOMAS, DAVID	2/22/55	HYDROCHLOROTHIAZIDE 5	THOMAS, LILLY	RRR	7/27/18
13. THOMAS, DAVID	2/22/55	LIPITOR TAB 10MG	THOMAS, LILLY	RRC	7/27/18
14. THOMAS, DAVID	2/22/55	METHYLPREDNISOLONE AC	THOMAS, LILLY	RRC	7/27/18
Enter ?? for more actions					
SI Select Item		SO Sort Entries			
SR (Search Queue)		MV Message View			
Select Action:Quit//					

Figure 4-61: RRC Status in the Holding Queue

Select the record to view the Refill Request details screen.

eRx Holding Queue Display		Aug 01, 2018@16:24:58	Page: 1 of 4
eRx Patient: [REDACTED]			
eRx Reference #: V22220			
REFILLREQUEST			
eRx Status: REFILL REQUEST COMPLETE			
*****MEDICATION PRESCRIBED*****			
eRx Patient: [REDACTED]	DOB: [REDACTED]		
Vista Patient: NOT LINKED	DOB: N/A		
eRx Provider: [REDACTED]	NPI: [REDACTED]		
Vista Provider: NOT LINKED	NPI: N/A		
eRx Drug: CARAFATE 1 GRAM ORAL TABLET			
eRx Qty: 360	eRx Refills: 3	eRx Days Supply: 90	eRx Date: AUG 01, 2018
eRx Sig: take 1 tablet (1 gram) by oral route 4 times per day on an empty stomach 1 hour before meals for 90 days			
+ Enter ?? for more actions			
VP (VALIDATE PATIENT)	VM (VALIDATE PROVIDER)	VD (VALIDATE DRUG/SIG)	
P Print	RJ Reject	AC (Accept eRx)	
H Hold	UH Un Hold	RM Remove eRx	
Select Action:Next Screen//			

Figure 4-62: Refill Request Details Screen

The <VP>, <VM>, <VD>, <Hold>, <UnHold>, <RJ>, <RM>, and <AC> actions are in parentheses (), therefore the user cannot select these actions for this message type. If one of the actions is selected from here, the user receives an error message:

+ Enter ?? for more actions
Select Action:Next Screen// VM
>>> VALIDATE PROVIDER may not be selected at this point.
Select Action:Next Screen//

Figure 4-63: Error - Validate Provider Action Not Available

Denied, New Prescription to Follow

Another Refill Response message type is Denied New Prescription to Follow (DNTF). This indicates the refill is denied, but a new R_x will follow.

When a Refill Response message type is Denied New R_x to Follow (DNTF), it will display in the List View screen. It can also be found using <MV> Message View or <SR> Search. The status of the DNTF Refill Response will be RXD (Refill Response Denied/DNTF).

PSO ERX HOLDING QUEUE			Aug 01, 2018@18:52:07		Page: 1 of 1	
PSO ERX HOLDING QUEUE			ERX LOOK-BACK DAYS: 30 (Jul 02, 2018)			
	Patient	DOB	Drug	Provider	STA	Rec Date
1.	GRINES, RICK	12/12/75	QUINAPRIL 10 MG ORAL	EVANS, LILY	RXD	7/30/18
2.	GRINES, RICK	12/12/75	RISPERIDONE 2MG TAB	EVANS, LILY	CAO	7/30/18
3.	SARTORI, CHASE	12/17/80	WELLBUTRIN XL 150 MG	HOOPER, STAN	I	7/30/18
4.	TUCKER, GERRA	11/16/79	XOPENEX 1.25 MG/3 ML	HOOPER, STAN	RXD	7/31/18
5.	FLANDERS, PELISSA A	11/11/80	METHYLPREDNISOLONE AC	EVANS, LILY	CAO	7/31/18
6.	KARL, RICHARDIAN	5/5/88	ACYCLOVIR 800MG TAB	LESTRANGE, S	CAP	7/31/18
7.	WHITESIDE, KARA	12/11/82	CARAFATE 1 GRAM ORAL	EVANS, LILY	CAO	7/31/18
8.	WHITESIDE, KARA	12/11/82	CARAFATE 1 GRAM ORAL	EVANS, LILY	CAH	7/31/18
9.	GRINES, RICK	12/12/75	PROTONIX 40 MG ORAL G	EVANS, LILY	CAH	7/31/18
10.	LI, CI	12/18/80	TRANSDERM-SCOP 1.5 MG	EVANS, LILY	N	7/31/18
11.	FLANDERS, PELISSA A	11/11/80	PATADAY 0.2% OPTHALM	EVANS, LILY	RXD	8/1/18
12.	ROBINSON, TENGUE	5/1/78	MUPIROCI 2% OINTMENT	LESTRANGE, S	RXD	8/1/18

Enter ?? for more actions

SI Select Item

SO Sort Entries

SR Search Queue

MV Message View

Select Action:Quit//

Figure 4-64: RXD Status in the Holding Queue List View

The Refill Response details display the Refill Response Message type.

eRx Holding Queue Display	Aug 01, 2018@18:53:19	Page: 1 of 4
---------------------------	-----------------------	--------------

eRx Patient: ROBINSON, TENGUE
eRx Reference #: 34766

REFILLRESPONSE - DENIED, NEW PRESCRIPTION TO FOLLOW
eRx Status: REFILL RESPONSE DENIED/DNTF

*****MEDICATION PRESCRIBED*****

eRx Patient: ROBINSON, TENGUE DOB: 5/1/78
Vista Patient: NOT LINKED DOB: N/A

eRx Provider: LESTRANGE, BELLATRIX NPI: 1208615175
Vista Provider: NOT LINKED NPI: N/A

eRx Drug: MUPIROCI 2% OINTMENT
eRx Qty: 22 eRx Refills: 3 eRx Days Supply: eRx Date: AUG 01, 2018
eRx Sig: 1st week test on arm. Then q 3 days to face x 2 then q 2 days x 2 then daily. 1/2 hour after wash and dry off face.

+ Enter ?? for more actions

VP (VALIDATE PATIENT)	VM (VALIDATE PROVIDER)	VD (VALIDATE DRUG/SIG)
P Print	RJ (Reject)	AC (Accept eRx)
H (Hold)	UH (Un Hold)	RM (Remove eRx)

Select Action:Next Screen//

Figure 4-65: Refill Response Denied/DNTF Details Screen

In the below figure, the Refill Response Information segment indicates the Refill Response Message type is Denied, New Prescription to Follow.


```
*****REFILL RESPONSE INFORMATION*****  
DENIED, NEW PRESCRIPTION TO FOLLOW  
Response Date/Time: AUG 01, 2018@18:51:58  
Note: Patient never under Prescriber care  
  
Refill Response Comments:  
Comments By:  
Comments Date/Time:  
  
DENIED, NEW PRESCRIPTION TO FOLLOW reason code: AB  
Code Description: Patient never under Prescriber care
```

Figure 4-66: Refill Response Information Section

On the Outpatient side, the eRx Prescription on which the Refill was requested will be auto-Discontinued (auto-DC).

Medication Profile		Aug 01, 2018@18:45:56		Page: 1 of 1					
PID: 111-00-2000 DOB: 08/01/2018 (8) SEX: MALE CrCL: <Not Found> (CREAT: Not Found)		<NO ALLERGY ASSESSMENT> Ht(cm): _____ (_____) Wt(kg): _____ (_____)							
		BSA (m2): _____							
#	RX #	DRUG	QTY	ST	ISSUE DATE	LAST REF DAY	FILL	REM	SUP
-----ACTIVE-----									
1	& 2719737\$	MUPIROCIN 2% OINT	22	A>	07-30	08-01	0	15	
Enter ?? for more actions PU Patient Record Update NO New Order PI Patient Information SO Select Order Select Action: Quit// <input type="checkbox"/>									

Figure 4-67: Medication Profile – eRx Before DNTF Refill Response

Medication Profile		Aug 01, 2018@18:54:57		Page: 1 of 1					
PID: 111-00-2000 DOB: 08/01/2018 (8) SEX: MALE CrCL: <Not Found> (CREAT: Not Found)		<NO ALLERGY ASSESSMENT> Ht(cm): _____ (_____) Wt(kg): _____ (_____)							
		BSA (m2): _____							
#	RX #	DRUG	QTY	ST	ISSUE DATE	LAST REF DAY	FILL	REM	SUP
-----DISCONTINUED-----									
1	& 2719737\$	MUPIROCIN 2% OINT	22	DC>	07-30	08-01	0	15	
Enter ?? for more actions PU Patient Record Update NO New Order PI Patient Information SO Select Order Select Action: Quit// <input type="checkbox"/>									

Figure 4-68: Medication Profile – eRx After DNTF Refill Response

The Activity Log on OP side is updated to display that the eRx Prescription has been auto-Discontinued.

Rx Activity Log		Aug 01, 2018@18:55:43		Page: 1 of 2	
PID: 111-22-2000 DOB: MAY 1, 2010 (8)		<NO ALLERGY ASSESSMENT> Ht(cm): _____ (____) Wt(kg): _____ (____)			
+ Routing: Mail Finished by: CHALLAGUNELA, PRAVEEN					
Activity Log:					
#	Date	Reason	Rx Ref	Initiator Of Activity	
=====					
1	08/01/18	PATIENT INSTR.	ORIGINAL		
Comments: Patient Instructions Sent By Provider.					
2	08/01/18		ORIGINAL	CHALLAGUNELA, PRAVEEN	
Comments: Electronic Refill Request sent to External Provider					
3	08/01/18	PROCESSED	ORIGINAL	CHALLAGUNELA, PRAVEEN	
Comments: Label never queued to print by User					
4	08/01/18		ORIGINAL	PSOAPPLICATIONPROXY, PSO	
Comments: Refill response from external provider - Denied, New prescription to follow					
5	08/01/18	DISCONTINUED	ORIGINAL	PSOAPPLICATIONPROXY, PSO	
Comments: eRx discontinued by external prescriber					
Enter ?? for more actions					
Select Action:Quit// █					

Figure 4-69: Activity Log 1

Rx Activity Log		Aug 01, 2018@19:02:04		Page: 4 of 0	
PID: 111-22-2000 DOB: MAY 1, 2010 (8)		<NO ALLERGY ASSESSMENT> Ht(cm): _____ (____) Wt(kg): _____ (____)			
+ eRx Activity Log:					
#	Date	Reason	Rx Ref	Initiator Of Activity	
=====					
1	08/01/18	IERX ORIGINAL		CHALLAGUNELA, PRAVEEN	
Comments: Electronic Refill Request sent to External Provider					
2	08/01/18	IERX ORIGINAL	PSOAPPLICATIONPROXY, PSO		
Comments: Refill response from external provider - Denied, New prescription to f					
Enter ?? for more actions					
Select Action:Quit//					

Figure 4-70: Activity Log 2

Once the DNTF Refill Response has successfully auto-Discontinued the eRx Prescription in OP, the status of the Refill Response in the Holding Queue continues to display as RXD (Refill Response Denied/DNTF).

The status of the corresponding Refill Request will change to RRP (Refill Request Processed).

PSO ERX HOLDING QUEUE			Aug 01, 2018@18:57:08		Page: 1 of 2	
PSO ERX HOLDING QUEUE			ERX LOOK-BACK DAYS: 30 (Jul 02, 2018)			
	Patient	DOB	Drug	Provider	STA	Rec Date
1.	RICHMOND, TEAGUE	5/1/18	MUPIROCIN 2% OINTMENT	LESTRANGE, S	RRP	8/1/18
2.	KARL, RANCHERIAN	5/1/18	ACYCLOVIR 800MG TAB	LESTRANGE, S	RRN	8/1/18
3.	RICHMOND, TEAGUE	5/1/18	MUPIROCIN 2% OINTMENT	LESTRANGE, S	RRP	8/1/18
4.	RICHMOND, TEAGUE	5/1/18	MUPIROCIN 2% OINTMENT	LESTRANGE, S	RRR	8/1/18
5.	FLANDERS, FELICIA A	11/1/88	PATADAY 0.2% OPHTHALM	EVANS, LELV	RRR	8/1/18
6.	WHITEHEAD, KARA	10/11/88	CARAFATE 1 GRAM ORAL	EVANS, LELV	RRR	8/1/18
7.	TUCKER, DEBRA	11/18/78	XOPENEX 1.25 MG/3 ML	HOOVER, STAN	RRR	8/1/18
8.	FLANDERS, FELICIA A	11/1/88	METHYLPREDNISOLONE AC	EVANS, LELV	RRR	8/1/18
9.	RICHMOND, TEAGUE	5/1/18	MUPIROCIN 2% OINTMENT	LESTRANGE, S	RRR	7/31/18
10.	LJ, CJ	10/18/20	TRANSDERM-SCOP 1.5 MG	EVANS, LELV	RRR	7/31/18
11.	TUCKER, DEBRA	11/18/78	XOPENEX 1.25 MG/3 ML	HOOVER, STAN	RRP	7/31/18
12.	FLANDERS, FELICIA A	11/1/88	PATADAY 0.2% OPHTHALM	EVANS, LELV	RRR	7/31/18
13.	RICHMOND, TEAGUE	5/1/18	MUPIROCIN 2% OINTMENT	LESTRANGE, S	RRN	7/31/18
14.	SMITH, ALON	10/12/78	RISPERIDONE 2MG TAB	EVANS, LELV	CAN	7/30/18
15.	SMITH, ALON	10/12/78	QUINAPRIL 10 MG ORAL	EVANS, LELV	RRP	7/30/18
+ Enter ?? for more actions						
SI Select Item		SO Sort Entries				
SR (Search Queue)		MV Message View				
Select Action:Next Screen//						

Figure 4-71: RRP Status in the Holding Queue

The <VP>, <VM>, <VD>, <Hold>, <UnHold>, <RJ>, <RM>, and <AC> actions are in parentheses (), therefore the user cannot select these actions for this message type. If one of the actions is selected from here, the user receives an error message:

```

+ Enter ?? for more actions
Select Action:Next Screen// VM
>>> VALIDATE PROVIDER may not be selected at this point.
Select Action:Next Screen//

```

Figure 4-72: Error - Validate Provider Action Not Available

Denied

Another Refill Response message type is Denied. This indicates the refill request is denied.

When a Refill Response – Denied type is received in the Holding Queue, it is displayed in the List View in RXD status (Refill Response Denied/DNTF).

PSO ERX HOLDING QUEUE		Aug 01, 2018@17:39:59		Page: 1 of 1	
PSO ERX HOLDING QUEUE		ERX LOOK-BACK DAYS: 30 (Jul 02, 2018)			
Patient	DOB	Drug	Provider	STA	Rec Date
1. GRIMES, RICK	12/12/79	QUINAPRIL 10 MG ORAL	EVANS, LILY	RXD	7/30/18
2. GRIMES, RICK	12/12/79	RISPERIDONE 2MG TAB	EVANS, LILY	CAO	7/30/18
3. BARTHOLOMEW, CHASE	12/17/90	WELLBUTRIN XL 150 MG	HOOPER, STAN	I	7/30/18
4. TUCKER, DEBRA	11/19/79	XOPENEX 1.25 MG/3 ML	HOOPER, STAN	RXD	7/31/18
5. FLORENCE, FELICIA A	11/11/80	METHYLPREDNISOLONE AC	EVANS, LILY	CAO	7/31/18
6. KARL, RICHARD L	5/15/84	ACYCLOVIR 800MG TAB	LESTRANGE, S	CAP	7/31/18
7. WHITEHOUSE, KARA	12/11/72	CARAFATE 1 GRAM ORAL	EVANS, LILY	CAO	7/31/18
8. WHITEHOUSE, KARA	12/11/72	CARAFATE 1 GRAM ORAL	EVANS, LILY	CAH	7/31/18
9. GRIMES, RICK	12/12/79	PROTONIX 40 MG ORAL G	EVANS, LILY	CAH	7/31/18
10. LI, CE	12/18/79	TRANSFORM-SCOP 1.5 MG	EVANS, LILY	N	7/31/18
11. ROBINSON, TERENCE	5/1/78	MUPIROCIN 2% OINTMENT	LESTRANGE, S	N	7/31/18
12. FLORENCE, FELICIA A	11/11/80	PATADAY 0.2% OPHTHALM	EVANS, LILY	RXD	8/1/18

Enter ?? for more actions

SI Select ItemSO Sort EntriesSR Search QueueMV Message ViewSelect Action:Quit//

Figure 4-73: RXD Status in the Holding Queue List View

Select the record to view the Refill Response details screen.

eRx Holding Queue Display	Aug 01, 2018@17:41:25	Page: 1 of 3
eRx Patient: FLORENCE, FELICIA A		
eRx Reference #: 34761		
REFILLRESPONSE - DENIED		
eRx Status: REFILL RESPONSE DENIED/DNTF		
*****MEDICATION PRESCRIBED*****		
eRx Patient: FLORENCE, FELICIA A	DOB: 11/11/80	
Vista Patient: NOT LINKED	DOB: N/A	
eRx Provider: EVANS, LILY	NPI: 1871588417	
Vista Provider: NOT LINKED	NPI: N/A	
eRx Drug: PATADAY 0.2% OPHTHALMIC SOLUTION		
eRx Qty: 2.5	eRx Refills: 2	eRx Days Supply: 30 eRx Date: AUG 01, 2018
eRx Sig: 1 drop in both eyes once a day for 4 weeks, wait 10-15 minutes before contact lens insertion. Shake well.		
+ Enter ?? for more actions		
VP (VALIDATE PATIENT)	VM (VALIDATE PROVIDER)	VD (VALIDATE DRUG/SIG)
P Print	RJ (Reject)	AC (Accept eRx)
H (Hold)	UH (Un Hold)	RM (Remove eRx)
Select Action:Next Screen//		

Figure 4-74: Refill Response Details Screen – Denied

As the user continues to scroll, the Refill Response Information section indicates the Refill Response Message type is Denied.

```

*****REFILL RESPONSE INFORMATION*****
DENIED
Response Date/Time: AUG 01, 2018@17:39:20
Note: Patient unknown to the PrescriberPatient never under Prescriber carePA
Refill Response Comments:
Comments By:
Comments Date/Time:

```

Figure 4-75: Refill Response Information Section

There is no user intervention required on the Denied Refill Response other than acknowledging. For more information on how to acknowledge a record in actionable status, refer to Acknowledge: Hidden Action for Refill Response/Inbound Error section in this guide.

The <VP>, <VM>, <VD>, <Hold>, <UnHold>, <RJ>, <RM>, and <AC> actions are in parentheses (), therefore the user cannot select these actions for this message type. If one of the actions is selected from here, the user receives an error message:

```

+ Enter ?? for more actions
Select Action:Next Screen// VM
>>> VALIDATE PROVIDER may not be selected at this point.
Select Action:Next Screen//

```

Figure 4-76: Error - Validate Provider Action Not Available

Refill Response Failed (RXF)

Refill Response Failed (RXF) is an actionable status used for Refill Responses if a failure occurs. One scenario is when a patient's Outpatient Profile record is locked in OERR and a DNTF Refill Response is attempting to auto-discontinue an eRx record at the same time. Another scenario is when a Refill Request is sent out for a prescription, and it is manually discontinued before a response is received. Then, a DNTF Refill Response is sent for the prescription.

NOTE: Additional RXF scenarios are as follows:

1. When a user selects an Active eRx from OP that has an outstanding Refill Request and locks it, and at the same time an Approved or Approved with Changes Refill Response is sent, a new pending line entry for that response is added in OP.
2. When a Refill Request is sent out for a prescription and it is manually discontinued before receiving a response, if an Approved or Approved with Changes Refill Response is sent, a new pending line entry for that response is added in OP.
3. When a user selects an Active eRx from OP in Backdoor Orders that has an outstanding Refill Request and locks it, and at the same time a DNTF Refill Response is sent, the Prescription gets auto-discontinued and the corresponding Response is marked as RXD in the Holding Queue. However, if the record is locked in Edit mode in Backdoor Orders, the response fails to auto-discontinue and is marked as RXF in the Holding Queue.
4. When a Refill Request is sent out for a prescription, and it is renewed within VA, the prescription becomes a non-electronic prescription. If an Approved Refill Response is then sent, no pending line entry is added in OP. The VA Order (non-eRx) is not modified

5. When a Refill Request is sent out for a prescription and it is renewed within VA, the prescription becomes a non-electronic prescription. If a DNTF Refill Response is then sent, the VA Order (non-eRx) is not auto-discontinued by the response. The response is marked as RXD in the Holding Queue.

Inbound Error – RRE

Inbound ERROR message is the NCPDP 10.6 format for Inbound Error message received in VistA under certain situations, including the Prescriber's EHR system being unable to receive and process a certain transaction sent from the Pharmacy or a connection between the Transaction Hub and Change Healthcare is not working.

When a Refill Request sent from VistA Outpatient Pharmacy results in an Inbound Error, it is retrieved and displayed in the Holding Queue's list view with the status RRE (Refill Request Error). This is an actionable entry and requires the user to acknowledge it.

For more information about <ACK> Acknowledge, refer to the section Acknowledge: Hidden Action for Refill Response/Inbound Error in this guide.

Add Comments: Hidden Action for Refill Request/Response

There is a free-text Comment field in the Message Details view for Refill Request and Response messages. This field allows users to enter additional comments on the Refill Request and Response messages. To add a comment:

1. Type action <AD>.
2. Type Request/Response comments.

```
eRx Patient: [REDACTED]
eRx Reference #: V19055
+
Vista Drug: PRIMIDONE 50MG TAB
Vista Qty: 180          Vista Refills: 1          Vista Days Supply: 90
Vista Sig: TAKE ONE TABLET BY MOUTH TWICE A DAY FOR 5 DAYS
Pat Inst: --;AVOID ANTACIDS../
VA Rx#: 2719267

*****REFILL REQUEST INFORMATION*****
Requested By: [REDACTED]
Request Date/Time: FEB 07, 2018@10:34:53
# of Refills Requested: 1

Refill Request Comments:
Comments By:
Comments Date/Time:

+ Enter ?? for more actions
VP VALIDATE PATIENT      VM VALIDATE PROVIDER      VD (VALIDATE DRUG/SIG)
P Print                  RJ Reject                  AC Accept eRx
H Hold                   UH Un Hold                 RM Remove eRx
Select Action:Next Screen// AD AD
REQUEST/RESPONSE COMMENTS: // TESTING FOR TODAY'S DEMO
```

Figure 4-77: Add Comments

3. Select <Enter>.

```

eRx Holding Queue Display      Feb 07, 2018@12:32:30      Page: 2 of 3
eRx Patient: 
eRx Reference #: V19055
+
Vista Drug: PRIMIDONE 50MG TAB
Vista Qty: 180          Vista Refills: 1          Vista Days Supply: 90
Vista Sig: TAKE ONE TABLET BY MOUTH TWICE A DAY FOR 5 DAYS
Pat Inst: --;AVOID ANTACIDS../
VA Rx#: 2719267

*****REFILL REQUEST INFORMATION*****
Requested By: 
Request Date/Time: FEB 07, 2018@10:34:53
# of Refills Requested: 1

Refill Request Comments: TESTING FOR TODAY'S DEMO
Comments By: 
Comments Date/Time: FEB 07, 2018@12:32:30

```

Figure 4-78: Refill Request Comments

The user who made the comment displays in the “Comments By” field and the date/time the comments were made display in the “Comments Date/Time” field. Users can replace the comments with updated comments. When comments are replaced, the last user who made comments displays in the “Comments By” field and the date/time the comments were updated display in the “Comments Date/Time” field. To update or replace comments:

4. Type action <AD>.
5. Replace with updated comments.

```

eRx Reference #: V19055
+
Refill Request Comments: TESTING FOR TODAY'S DEMO
Comments By: 
Comments Date/Time: FEB 07, 2018@12:32:30

*****MESSAGE HISTORY*****
Refill Request Reference #: V19055
New eRx Reference #: 19342
Response eRx Reference #:

Enter ?? for more actions
VP VALIDATE PATIENT      VM VALIDATE PROVIDER      VD (VALIDATE DRUG/SIG)
P Print                  RJ Reject                  AC Accept eRx
H Hold                   UH Un Hold                 RM Remove eRx
Select Action:Quit// AD  AD
REQUEST/RESPONSE COMMENTS: TESTING FOR TODAY'S DEMO
Replace ... With CHANGING COMMENTS

```

Figure 4-79: Replacing Refill Request Comments

6. Select <Enter>.


```

eRx Holding Queue Display      Feb 07, 2018@12:33:07      Page:      2 of      3
eRx Patient: 
eRx Reference #: V19055
+
Refill Request Comments: CHANGING COMMENTS
Comments By: 
Comments Date/Time: FEB 07, 2018@12:33:07
*****MESSAGE HISTORY*****
Refill Request Reference #: V19055
New eRx Reference #: 19342
Response eRx Reference #:

```

Figure 4-80: Refill Request Comments Updated

Acknowledge: Hidden Action for Refill Response/Inbound Error

Once the user completes reviewing a Denied or a Denied, New Rx to Follow Refill Response message in the Holding Queue's list view, s/he can exercise <ACK> Acknowledge Hidden action to remove the message from the list view. The resulting acknowledged message can be retrieved using <MV> Message View or <SR> Search. Acknowledge is also enabled for Refill Responses that fail to auto-process and are in status of RXF and the Inbound Errors with status RRE. When a Refill Response – Denied or Denied New Rx to Follow type is received in the Holding Queue, it is displayed in the list view, and is in the actionable RXD status.

PSO ERX HOLDING QUEUE			Aug 01, 2018@18:52:07		Page: 1 of 1		
PSO ERX HOLDING QUEUE						ERX LOOK-BACK DAYS: 30 (Jul 02, 2018)	
	Patient	DOB	Drug	Provider	STA	Rec Date	
1.	GRINES, RICK	10/12/70	QUINAPRIL 10 MG ORAL	THANE, LELY	RXD	7/30/18	
2.	GRINES, RICK	10/12/70	RISPERIDONE 2MG TAB	THANE, LELY	CAO	7/30/18	
3.	GARTING, CHUAN	10/17/80	WELLBUTRIN XL 150 MG	ADAMAL, SAM	I	7/30/18	
4.	TUCKER, DEBRA	11/18/70	XOPENEX 1.25 MG/3 ML	HUGHES, STAN	RXD	7/31/18	
5.	FLAUNERS, PELISSA A	11/11/80	METHYLPREDNISOLONE AC	THANE, LELY	CAO	7/31/18	
6.	KARL, NICHOLAS	01/01/80	ACYCLOVIR 800MG TAB	LESTRANGE, B	CAP	7/31/18	
7.	WHITESIDE, KARA	10/11/70	CARAFATE 1 GRAM ORAL	THANE, LELY	CAO	7/31/18	
8.	WHITESIDE, KARA	10/11/70	CARAFATE 1 GRAM ORAL	THANE, LELY	CAH	7/31/18	
9.	GRINES, RICK	10/12/70	PROTONIX 40 MG ORAL G	THANE, LELY	CAH	7/31/18	
10.	LJ, CH	10/18/70	TRANSDERM-SCOP 1.5 MG	THANE, LELY	N	7/31/18	
11.	FLAUNERS, PELISSA A	11/11/80	PATADAY 0.2% OPHTHALM	THANE, LELY	RXD	8/1/18	
12.	RODRIGUES, TERRE	01/11/70	MUPIROCIN 2% OINTMENT	LESTRANGE, B	RXD	8/1/18	

Enter ?? for more actions

SI Select Item

SO Sort Entries

SR Search Queue

MV Message View

Select Action:Quit//

Figure 4-81: RXD Status in the Holding Queue List View

Select the record to view the Refill Response details screen.

eRx Holding Queue Display	Aug 01, 2018@19:27:20	Page: 1 of 4
eRx Patient: ROSENBERG, TEAGUE		
eRx Reference #: 34766		
REFILLRESPONSE		
eRx Status: REFILL RESPONSE DENIED/DNTF		
*****MEDICATION PRESCRIBED*****		
eRx Patient: ROSENBERG, TEAGUE	DOB: 5/1/78	
Vista Patient: NOT LINKED	DOB: N/A	
eRx Provider: LESTRANGE, BELLATRIX	NPI: 1008615175	
Vista Provider: NOT LINKED	NPI: N/A	
eRx Drug: MUPIROCIN 2% OINTMENT		
eRx Qty: 22	eRx Refills: 3	eRx Days Supply: eRx Date: AUG 01, 2018
eRx Sig: 1st week test on arm. Then q 3 days to face x 2 then q 2 days x 2 then daily. 1/2 hour after wash and dry off face.		
+ Enter ?? for more actions		
VP (VALIDATE PATIENT)	VM (VALIDATE PROVIDER)	VD (VALIDATE DRUG/SIG)
P Print	RJ (Reject)	AC (Accept eRx)
H (Hold)	UH (Un Hold)	RM (Remove eRx)
Select Action:Next Screen//		

Figure 4-82: Refill Response Denied/DNTF Details Screen

The user may type <ACK> at the prompt to acknowledge the Refill Response message.

REFILLRESPONSE		
eRx Status: REFILL RESPONSE DENIED/DNTF		
*****MEDICATION PRESCRIBED*****		
eRx Patient: ROSENBERG, TEAGUE	DOB: 5/1/78	
Vista Patient: NOT LINKED	DOB: N/A	
eRx Provider: LESTRANGE, BELLATRIX	NPI: 1008615175	
Vista Provider: NOT LINKED	NPI: N/A	
eRx Drug: MUPIROCIN 2% OINTMENT		
eRx Qty: 22	eRx Refills: 3	eRx Days Supply: eRx Date: AUG 01, 2018
eRx Sig: 1st week test on arm. Then q 3 days to face x 2 then q 2 days x 2 then daily. 1/2 hour after wash and dry off face.		
+ Enter ?? for more actions		
VP (VALIDATE PATIENT)	VM (VALIDATE PROVIDER)	VD (VALIDATE DRUG/SIG)
P Print	RJ (Reject)	AC (Accept eRx)
H (Hold)	UH (Un Hold)	RM (Remove eRx)
Select Action:Next Screen// ACK ACK		
Would you like to acknowledge this record?		
Enter Yes or No: N// YES		
Refill response acknowledged.		
Type <Enter> to continue or 'X' to exit:		

Figure 4-83: Acknowledge Refill Response Message

Once the user selects **Yes** at the prompt, the status of the message is changed from RXD to RXA and the message is not displayed in the list view. It can be found using <MV> Message View or <SR> Search.

PSO ERX HOLDING QUEUE		Aug 01, 2018@19:29:10		Page: 1 of 2	
PSO ERX HOLDING QUEUE		ERX LOOK-BACK DAYS: 30 (Jul 02, 2018)			
	Patient	DOB	Drug	Provider	STA Rec Date
1.	RODRIGUEZ, TEAGUE	5/1/18	MUPIROCIN 2% OINTMENT	LESTRANGE, B	RXA 8/1/18
2.	RODRIGUEZ, TEAGUE	5/1/18	MUPIROCIN 2% OINTMENT	LESTRANGE, B	RXA 8/1/18
3.	RODRIGUEZ, TEAGUE	5/1/18	MUPIROCIN 2% OINTMENT	LESTRANGE, B	RXA 8/1/18
4.	FLANDERS, PELCOA A	11/1/88	PATADAY 0.2% OPHTHALM	EVANS, LLLY	RXD 8/1/18
5.	WHITESIDE, ANNA	10/11/58	CARAFATE 1 GRAM ORAL	HOOVER, STAN	RXC 8/1/18
6.	TUCKER, DEBRA	11/18/78	XOPENEX 1.25 MG/3 ML	HOOVER, STAN	RXC 8/1/18
7.	FLANDERS, PELCOA A	11/1/88	METHYLPREDNISOLONE AC	EVANS, LLLY	RXC 8/1/18
8.	TUCKER, DEBRA	11/18/78	XOPENEX 1.25 MG/3 ML	HOOVER, STAN	RXD 7/31/18
9.	FLANDERS, PELCOA A	11/1/88	PATADAY 0.2% OPHTHALM	EVANS, LLLY	RXA 7/31/18
10.	RODRIGUEZ, TEAGUE	5/1/18	MUPIROCIN 2% OINTMENT	EVANS, LLLY	RXC 7/31/18
11.	LI, JI	10/18/88	TRANSDERM-SCOP 1.5 MG	EVANS, LLLY	RXC 7/31/18
12.	GRINES, RICK	10/18/78	RISPERIDONE 2MG TAB	EVANS, LLLY	CAN 7/30/18
13.	GRINES, RICK	10/18/78	QUINAPRIL 10 MG ORAL	EVANS, LLLY	RXD 7/30/18
14.	THOMAS, DAVID	2/28/58	CHLORAMBUCIL 2MG TAB	EVANS, LLLY	RXA 7/27/18
15.	THOMAS, DAVID	2/28/58	HYDROCHLOROTHIAZIDE 5	EVANS, LLLY	RXA 7/27/18
+ Enter ?? for more actions					
SI Select Item		SO Sort Entries			
SR (Search Queue)		MV Message View			
Select Action:Next Screen//					

Figure 4-84: RXA Status in the Holding Queue

Select the record to view the Refill Response details screen, displaying the eRx status of Refill Response Acknowledged.

eRx Holding Queue Display		Aug 01, 2018@19:29:55		Page: 1 of 4	
eRx Patient: RODRIGUEZ, TEAGUE					
eRx Reference #: 34766					
REFILLRESPONSE					
eRx Status: REFILL RESPONSE ACKNOWLEDGED					
*****MEDICATION PRESCRIBED*****					
eRx Patient: RODRIGUEZ, TEAGUE		DOB: 5/1/18			
Vista Patient: NOT LINKED		DOB: N/A			
eRx Provider: LESTRANGE, BELLATRIX		NPI: 1008415175			
Vista Provider: NOT LINKED		NPI: N/A			
eRx Drug: MUPIROCIN 2% OINTMENT					
eRx Qty: 22		eRx Refills: 3		eRx Days Supply:	
eRx Date: AUG 01, 2018					
eRx Sig: 1st week test on arm. Then q 3 days to face x 2 then q 2 days x 2 then daily. 1/2 hour after wash and dry off face.					
+ Enter ?? for more actions					
VP (VALIDATE PATIENT)		VM (VALIDATE PROVIDER)		VD (VALIDATE DRUG/SIG)	
P Print		RJ (Reject)		AC (Accept eRx)	
H (Hold)		UH (Un Hold)		RM (Remove eRx)	
Select Action:Next Screen//					

Figure 4-85: Refill Response Acknowledged Details Screen

NOTE: When the user acknowledges a Refill Response with a status of RXF, it changes to RXA. The workflow is the same as RXD to RXA.

When a Refill Request results in an Inbound Error with the status RRE, it is displayed in the list view as an actionable entry.

PSO ERX HOLDING QUEUE			Aug 01, 2018@19:14:58		Page: 1 of 3	
PSO ERX HOLDING QUEUE			ERX LOOK-BACK DAYS: 30 (Jul 02, 2018)			
+	Patient	DOB	Drug	Provider	STA	Rec Date
2.	THORNTON, TOM ALAN	7/18/78	CLONIDINE HCL 0.2 TAB	ALPOND, DAVID	CAR	7/17/18
3.	THORNTON, GABRIEL G	8/7/80	LIPITOR TAB 10MG	REILAND, JON	N	7/17/18
4.	THORNTON, KELLY	1/1/78	CAPTOPRIL 25MG TAB	REILAND, JON	N	7/18/18
5.	THORNTON, NATASHA	7/18/78	CLONIDINE HCL 0.2 TAB	ALPOND, DAVID	N	7/20/18
6.	THORNTON, ERIC	1/1/78	N/A	N/A	RRE	7/23/18
7.	THORNTON, JANE	1/1/78	BUPROPION HCL 75MG TA	ALPOND, DAVID	CAR	7/23/18
8.	THORNTON, ERIC	7/18/78	N/A	N/A	RRE	7/23/18
9.	THORNTON, ERIC	1/1/78	N/A	N/A	RRE	7/23/18
10.	THORNTON, ERIC	1/1/78	N/A	N/A	RRE	7/23/18
11.	THORNTON, TOM ALAN	7/18/78	SIMVASTATIN 20MG	ALPOND, DAVID	CAR	7/23/18
12.	THORNTON, TOM ALAN	7/18/78	SIMVASTATIN 20MG	ALPOND, DAVID	CAO	7/23/18
13.	THORNTON, ERIC	7/18/78	N/A	N/A	RRE	7/23/18
14.	THORNTON, ERIC	8/7/78	N/A	N/A	RRE	7/23/18
15.	THORNTON, JILL J	8/7/78	SIMVASTATIN 20MG TAB	ALPOND, DAVID	CAR	7/23/18
16.	THORNTON, ERIC	8/7/78	N/A	N/A	RRE	7/23/18
+ Enter ?? for more actions						
SI Select Item		SO Sort Entries				
SR Search Queue		MV Message View				
Select Action:Next Screen//						

Figure 4-86: RRE Status in the Holding Queue List View

Select the record to view the Inbound Error details screen, displaying an eRx status of Refill Request Error.

eRx Holding Queue Display		Aug 01, 2018@19:17:30		Page: 1 of 2	
eRx Patient: THORNTON, JILL J					
eRx Reference #: 8822					
INBOUND ERROR					
eRx Status: REFILL REQUEST ERROR					
eRx Patient: THORNTON, JILL J		DOB: 8/7/78			
Vista Patient: NOT LINKED		DOB: N/A			
eRx Provider:		NPI:			
Vista Provider: NOT LINKED		NPI: N/A			
eRx Drug:					
eRx Qty:		eRx Refills:		eRx Days Supply:	
eRx Date: JUL 23, 2018					
*****ERROR DETAILS*****					
Error Date/Time: JUL 23, 2018@16:59:07					
Code: RECEIVER UNABLE TO PROCESS - DO NOT RETRY					
+ Enter ?? for more actions					
VP (VALIDATE PATIENT)		VM (VALIDATE PROVIDER)		VD (VALIDATE DRUG/SIG)	
P Print		RJ (Reject)		AC (Accept eRx)	
H (Hold)		UH (Un Hold)		RM (Remove eRx)	
Select Action:Next Screen// ACK					

Figure 4-87: Refill Request Error Details Screen

The user may type <ACK> Acknowledge at the prompt to acknowledge the Refill Response message.


```

Select Action:Next Screen// ACK   ACK
Would you like to acknowledge this record?
Enter Yes or No: N// YES
Inbound error acknowledged.
Type <Enter> to continue or '^' to exit:

```

Figure 4-88: Acknowledge Action

Once the user selects **Yes** at the prompt, the status of the message is changed from RRE to IRA and the message is not displayed in the list view. It can be found using <MV> Message View or <SR> Search.

PSO ERX HOLDING QUEUE			Aug 01, 2018@19:25:28		Page: 1 of 4	
PSO ERX HOLDING QUEUE			ERX LOOK-BACK DAYS: 30 (Jul 02, 2018)			
+	Patient	DOB	Drug	Provider	STA	Rec Date
6.	INBOUND ERROR	10/12/78	N/A	N/A	IRA	7/24/18
7.	INBOUND ERROR	N/A	N/A	N/A	E	7/24/18
8.	INBOUND ERROR	10/12/78	N/A	N/A	IRA	7/24/18
9.	INBOUND ERROR	N/A	N/A	N/A	E	7/24/18
10.	INBOUND ERROR	7/24/78	N/A	N/A	RRE	7/24/18
11.	INBOUND ERROR	N/A	N/A	N/A	E	7/24/18
12.	INBOUND ERROR	3/24/78	N/A	N/A	RRE	7/24/18
13.	INBOUND ERROR	N/A	N/A	N/A	E	7/24/18
14.	INBOUND ERROR	1/2/78	N/A	N/A	RRE	7/24/18
15.	INBOUND ERROR	3/24/78	N/A	N/A	RRE	7/24/18
16.	INBOUND ERROR	N/A	N/A	N/A	E	7/24/18
17.	INBOUND ERROR	3/24/78	N/A	N/A	RRE	7/24/18
18.	INBOUND ERROR	N/A	N/A	N/A	E	7/24/18
19.	INBOUND ERROR	3/24/78	N/A	N/A	RRE	7/24/18
20.	INBOUND ERROR	N/A	N/A	N/A	E	7/24/18
+ Enter ?? for more actions						
SI Select Item			SO Sort Entries			
SR (Search Queue)			MV Message View			
Select Action:Next Screen//						

Figure 4-89: IRA Status in the Holding Queue

Select the record to view the Inbound Error details screen, with an eRx status of Inbound Refill Request Error Acknowledged.

eRx Holding Queue Display		Aug 01, 2018@19:23:30		Page: 1 of 2	
eRx Patient: [REDACTED]					
eRx Reference #: 8822					
INBOUND ERROR					
eRx Status: INBOUND REFREQ ERROR ACKNOWLEDGED					
eRx Patient: [REDACTED]		DOB: [REDACTED]			
Vista Patient: NOT LINKED		DOB: N/A			
eRx Provider:		NPI:			
Vista Provider: NOT LINKED		NPI: N/A			
eRx Drug:		eRx Refills:		eRx Days Supply:	
eRx Qty:				eRx Date: JUL 23, 2018	
*****ERROR DETAILS*****					
Error Date/Time: JUL 23, 2018@16:59:07					
Code: RECEIVER UNABLE TO PROCESS - DO NOT RETRY					
+ Enter ?? for more actions					
VP (VALIDATE PATIENT)		VM (VALIDATE PROVIDER)		VD (VALIDATE DRUG/SIG)	
P Print		RJ (Reject)		AC (Accept eRx)	
H (Hold)		UH (Un Hold)		RM (Remove eRx)	
Select Action:Next Screen// [REDACTED]					

Figure 4-90: Inbound Error Details Screen – Inbound Refill Request Error Acknowledged